

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

2. Authorization for this examiner's amendment was given in a telephone interview with Mr. Eric Stephenson on 12/15/08.

3. Claims 1, 5, 7, 13, and 15 have been amended as follows:

1. (Currently Amended) A tangible computer readable medium that stores instructions that are executable by a computer system, the computer system implements a method in response to executing the instructions, the method comprising:

receiving a first request in a first media format of a plurality of different media formats via a first communication channel of a plurality of communication channels, wherein each communication channel of the plurality of communication channels has an associated media format of the plurality of different media formats;

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receiving a second request in a second media format of the plurality of different media formats via a second communication channel of the plurality of communication channels;

determining media formats associated with communication channels that each agent of one or more agents is authorized to access, wherein the communication channels that each agent of the one or more agents is authorized to access comprise at least one of the plurality of communication channels, and wherein the ~~means for determining~~ comprises accessing a table stored in memory, wherein the table comprises an entry that identifies at least one communication channel that one of the one or more agents is not authorized to access, wherein the table comprises an identifier for agent limitation, an agent ID, and a channel driver profile ID corresponding to the at least one communication channel that the one agent is not authorized to access; and

assigning, in response to the determining, the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with the communication channels that each agent of the one or more agents is authorized to access.

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5. (Currently Amended) The tangible computer readable medium, as set forth in claim 4, wherein the method further comprises:

~~means for~~ allowing an agent to decline being assigned to the first or second requests.

7. (Currently Amended) A method performed by a circuit of a computer system, the method comprising:

receiving a first request in a first media format of a plurality of different media formats via a first communication channel of a plurality of communication channels, wherein each communication channel of the plurality of communication channels has an associated media format of the plurality of different media formats;

receiving a second request in a second media format of the plurality of different media formats via a second communication channel of the plurality of communication channels;

determining media formats associated with communication channels that each agent of one or more agents is authorized to access, wherein the communication channels that each agent of the one or more agents is authorized to access comprise at least one of the plurality of communication channels, and wherein the determining comprises reference to a table stored in memory, wherein the table comprises an entry that identifies at least one communication channel that one of the one or more agents is not authorized to access, wherein the table

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comprises an identifier for agent limitation, an agent ID, and a channel driver profile ID corresponding to the at least one communication channel that the one agent is not authorized to access; and

in response to the determining, assigning the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with the communication channels that each agent of the one or more agents is authorized to access.

13. (Currently Amended) A tangible computer readable medium that stores instructions that are executable by a computer system, ~~A computer readable storage media comprising:~~

~~computer instructions~~ to implement the method of claim 7.

15. (Currently Amended) A system comprising:

a first computer server configured to receive a first request in a first media format of a plurality of different media formats via a first communication channel of a plurality of communication channels and a second request in a second media format of the plurality of different media formats via a second communication channel of the plurality of communication channels; and
a queuing engine configured to:

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determine media formats associated with communication channels that each agent of one or more agents is authorized to access, wherein the communication channels that each agent of the one or more agents is authorized to access comprise at least one of the plurality of communication channels, wherein the queuing engine references a table stored in memory, wherein the table comprises an entry that identifies at least one communication channel that one of the one or more agents is not authorized to access, wherein the table comprises an identifier for agent limitation, an agent ID, and a channel driver profile ID corresponding to the at least one communication channel that the one agent is not authorized to access, and

in response to determining the media formats associated with the communication channels that each agent of the one or more agents is pre-authorized to access, assign the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with the communication channels that each agent of the one or more agents is authorized by to access.

/Quynh H Nguyen/

Primary Examiner, Art Unit 2614